GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA

UNSTARRED QUESTION NO:2868
ANSWERED ON:07.12.2000
IRREGULARITIES IN ISSUING PETRO-CARDS
JAGDAMBI PRASAD YADAV

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) the purpose and rules for issuing of petro-cards by Bharat Petroleum;

(b) the extent to which the purpose has been achieved;

(c) the complaints received in regard to the irregularities committed in the matter of issue of petro-cards and non-fulfillment of commitments; and

(d) the steps proposed to be taken to check such irregularities?

Answer

MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI SANTOSH KUMAR GANGWAR)

(a) & (b) The purpose behind issuing of petro-cards by Bharat Petroleum Corporation Limited is to reward its loyal customers, who purchase petrol, diesel, lubricants and convenience store items from its retail outlets. The company currently has 1,16,000 customers who have enrolled in the scheme. The purpose set out for this activity has by and large, been met.

(c) & (d) There have been some complaints regarding late receipt of the cards by customers against the promised delivery time of 10 working days from the receipt of the application forms. As a corrective measure, the cards have been delivered to the customers either through the retail outlets or through a local courier. Parallely back end operations have been strengthened to ensure that the cards are reached customers in time.